

Citrix USER ACCESS – Setup Instructions

NON SRS.GOV DOMAIN / VPN COMPUTERS

Contents:

- I. Citrix Applications and Desktops: Rules of Behavior
- II. Frequently Asked Questions
- III. Installing Citrix Workspace
- IV. Accessing Applications and Desktops via Citrix Workspace
- V. Accessing Applications and Desktops via a Web Browser

I. Citrix: Rules of Behavior

Because safety and security begins with me, I will adhere to the following procedures:

- a. Access SRS Citrix Applications and Desktops to conduct primarily government business only.
- b. Ensure sensitive or personally identifiable information is not posted, shared or divulged on any website without prior authorization.
- c. Contact Cyber Security immediately if I suspect sensitive information has been inappropriately shared or posted on an internet site.
- d. Contact Cyber Security if I suspect an internet site is hosting malicious content (e.g., documents infected with malware)
- e. Immediately notify my management and Cyber Security if I inadvertently access a site with prohibited content (e.g., gambling, pornography)
- f. Immediately notify Cyber Security if a site appears to be redirecting users to sites with prohibited or malicious content.
- g. Acknowledge all other confidentiality and information security policies and procedures that apply to use of SRSnet.

II. Frequently Asked Questions

- a. Is a Smart Card required to login to SRS Citrix?
Yes. Your Smart Card should be inserted in the reader BEFORE you click a Citrix App and it should remain in the reader until the App or Desktop starts successfully.
- b. I already have Citrix Remote Access, is a new CPC-16 required to use Citrix On-Site?
No. Any SRS Employee issued a Smart Card for logon may use Citrix On-Site. Some applications may require additional access to be granted per the request of the Application's support team or if special licensing is required for an Application.
- c. Can I access SRS Resources?
Yes. However Remote users cannot save files to the device they are using to connect.
- d. Do I have to install Citrix Workspace? Yes.

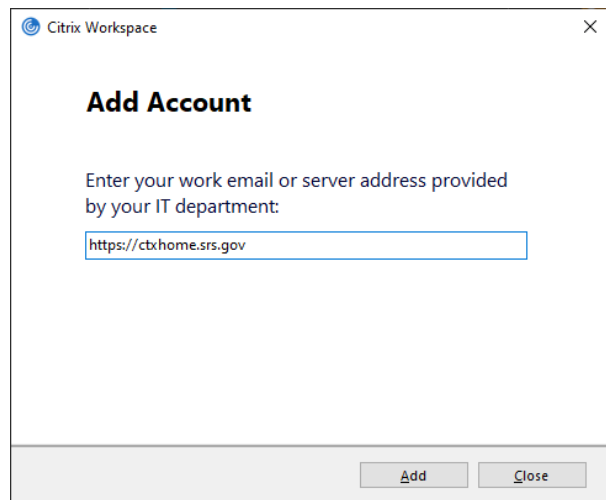
III. Installing Citrix Workspace

The following instructions are for installing Citrix Workspace to connect to Savannah River Site from ANY NON-SRS computers - personal, government or private organizations.

- a. Browse to <http://ra.srs.gov>
- b. Click the “Download Citrix Workspace” link for Windows or Mac.
- c. Download and install the current release of Citrix Workspace app.
- d. Keep all default answers.
- e. Click next, then Finish when prompted.

Citrix Workspace should launch automatically. If it does not, launch it from the Start Menu.

- f. Insert your Smart Card. **Do not remove your Smart Card until you successfully add the SRS Citrix Storefront address. Early removal will result in failure messages when adding the Storefront.**
- g. Enter the Remote Access web address for the SRS Citrix Storefront when prompted to Add Account:
<https://ctxhome.srs.gov>
- h. Click Add.



Some Microsoft Updates or lack thereof may result in Citrix Workspace being unable to add the store. If an error occurs while adding the store, skip to section V to for instructions on accessing the Citrix Web Interface. If the store is added successfully, proceed to section IV.

- If <http://ra.srs.gov> is inaccessible, users may download and install the latest version of Citrix Workspace app from <http://www.citrix.com>
- Citrix re-branded Receiver as Workspace in third quarter 2018. SRS uses and recommends the current release be installed unless otherwise specified.

IV. Accessing Applications and Desktops via Citrix Workspace

- a. Insert your Smart Card.

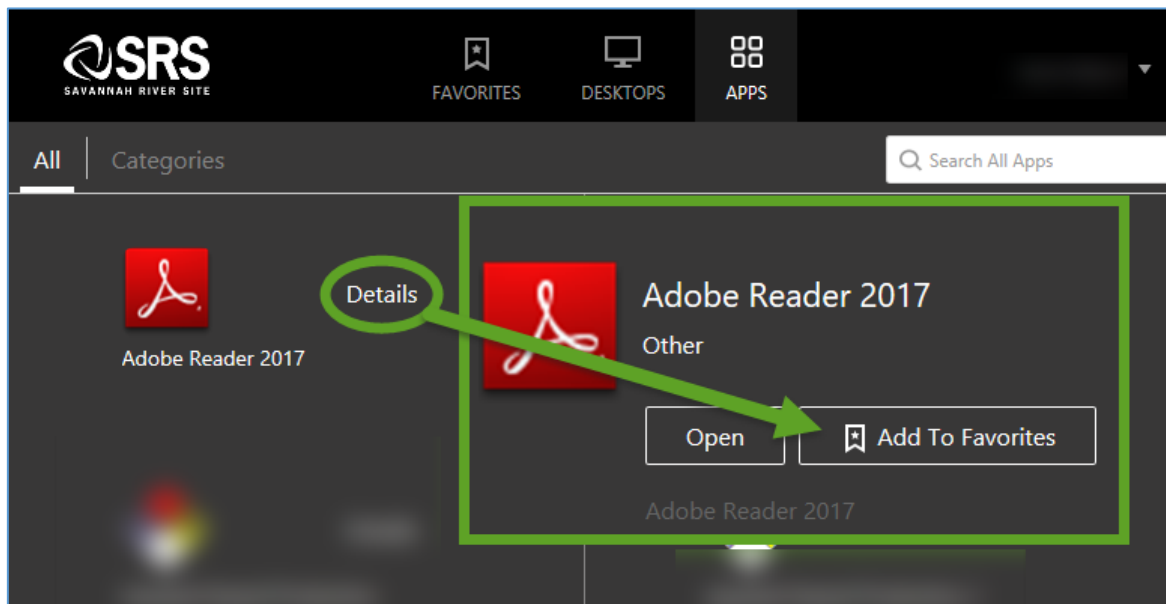
Do not remove your Smart Card until you successfully launch an Application or Desktop. Early removal will require you to reinsert the card, select the logon method and enter your PIN.

Launch Citrix Workspace from the Start Menu.

1. Click the Windows Start button.
2. Browse to all Programs.
3. Click Citrix Workspace then skip to step d.

Launch Citrix Workspace from the Windows System Tray.

1. Expand the Windows System Tray.
(Click the up arrow near the System Clock)
 2. Double Click the Citrix Workspace shortcut.
- b. Select your Certificate and enter your Smart Card PIN.
- c. Accept the DOE System Access Warning to continue.
- d. The Storefront will default to the FAVORITES Tab. Click the APPS or DESKTOPS Tab to display all available Applications and Desktops.
- e. *OPTIONAL: Click the Details link next to the desired Application or Desktop then Add to Favorites.
(This will add a shortcut for the Citrix Application you selected to the Windows Start Menu inside the Citrix Applications folder and to the Favorites Tab in the Citrix App Store.)



V. Accessing Citrix Applications and Desktops via a Web Browser

- a. Insert your Smart Card.

Do not remove your Smart Card until you successfully launch an Application or Desktop. Early removal will require you to reinsert the card, select the logon method and enter your PIN.

Google Chrome users will be required to pick their Smart Card Certificate and enter their PIN.

- b. Open your Web Browser. Browse to <https://ctxhome.srs.gov/>
(Internet Explorer is the preferred browser to launch Citrix Apps. Chrome, Edge Chromium edition (new Edge) and Safari (Mac) are supported but require additional steps to launch the Citrix Apps. Mozilla Firefox is not supported because it requires additional third-party plugins to detect smart cards.

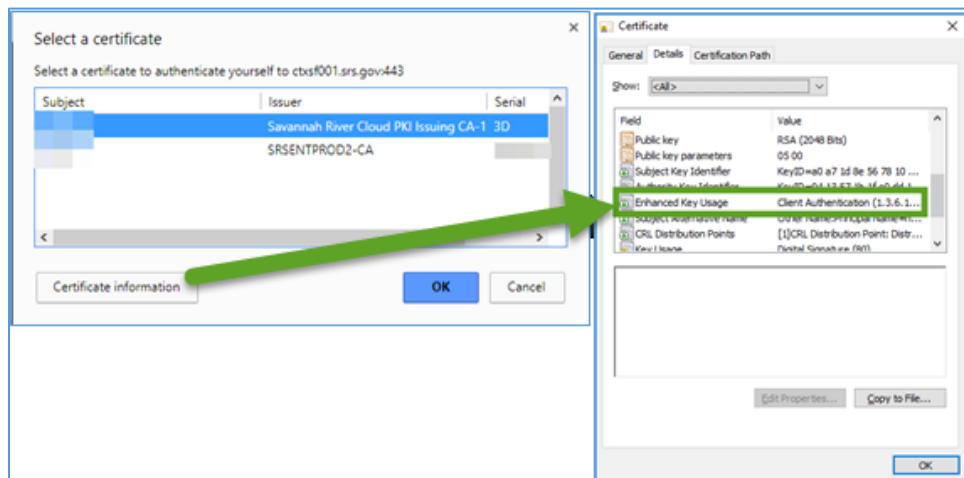
- c. Internet Explorer users: follow the steps outlined in section IV d through e.

Google Chrome, Edge Chromium and Safari users:

Select your Smart Card Certificate.

If you are unsure of which certificate to use

- Highlight a certificate, click the Certificate Information button.
- Click the Details tab.
- Scroll down and look for the property called: Enhanced Key Usage
If this property is found, click OK, then OK again to accept this Certificate.
If this property is NOT found, click OK, then check your other Certificates.
- Enter your PIN and Click OK.
- Follow the steps outlined in section IV d through e



*Accessing Citrix applications while on SRSnet via a Web Browser is NOT the preferred method of entry. It is recommended that you access Citrix Applications via Citrix Workspace.